

Attachment A-1
PERFORMANCE MEASUREMENTS

Schedule A – Performance Measurements Subject to Per Occurrence Damages:

OSS

1. % FOC Received Within “X” Hours

Provisioning

2. SBC Caused Missed Due Dates
3. Installation Trouble Reports Within “X” Days
4. Mean Installation Intervals
5. Average Delay Days For SWBT Caused Missed Due Dates
6. Average Installation Interval – DSL
7. Average Response Time For Loop Make-Up Information

Maintenance

8. % Missed Repair Commitments
9. % Repeat Reports
10. Mean Time To Restore
11. Trouble Report Rate

Interconnection

12. Average Trunk Restoration Interval for Service Affecting Trunk Groups

Local Number Portability

13. % Pre-Mature Disconnects (Coordinated Cutovers)

Schedule B – Performance Measurements Subject to Per Measurement Damages:

OSS

14. OSS Interface Availability*
 *Payable only to the designated public interest fund.
15. Average Response Time For OSS Pre-Order Interfaces
16. Order Process Percent Flow Through

Interconnection

17. % Trunk Blockage
18. Common Transport Trunk Blockage*
 *Payable only to the designated public interest fund.

Collocation

19. % Missed Collocation Due Dates

Billing

20. Billing Timeliness

Attachment A-2

OSS

1. Measurement:
Percent Firm Order Confirmations (FOCs) Returned Within "X" Hours
Definition:
Percent of FOCs returned within a specified time frame from receipt of a complete and accurate service request to return of confirmation to CLEC
Exclusions:
<ul style="list-style-type: none"> • Rejected (manual and electronic) orders • SWBT only Disconnect orders • Orders involving major projects mutually agreed to by CLECs and SWBT.
Business Rules:
<p>FOC business rules are established to reflect the Local Service Center (LSC) normal hours of operation, which include M-F, 8:00am-5:30pm, excluding, holiday and weekends. If the start/time is outside of normal business hours then the start date/time is set to 8:00 AM on the next business day. Example: If the request is received Monday through Friday between 8:00 AM to 5:00 PM; the valid start time will be Monday through Friday between 8:00 AM to 5:00 PM. If the actual request is received Monday through Thursday after 5:00 PM and before 8:00 AM next day; the valid start time will be the next business day at 8:00 AM. If the actual request is received Friday after 5:00 PM and before 8:00 AM Monday; the valid start time will be at 8:00 AM Monday. If the request is received on a Holiday (anytime); the valid start time will be the next business day at 8:00 AM. The returned confirmation to the CLEC will establish the actual end date/time. Provisions are established within the DSS reporting systems to accommodate situations when the LSC works holidays, weekends and when requests are received outside normal working hours. . For UNE Loop and Port combinations, orders requiring N, C, and D orders, the FOC is sent back at the time the C order is distributed.</p>
<u>LEX/EDI</u>
<p>For LEX and EDI originated LSR's, the start date and time is the receive date and time that is automatically populated by the interface (EDI or LEX) with the system date / time on the SM-FID once all ordering edits are satisfied and the service order has a distribution date and time in SORD. The end date and time is recorded by both LEX and EDI and reflect the actual date and time the FOC is returned to the CLEC. This data is extracted daily from LEX and EDI and passed to the DSS (Decision Support System) where the end date and time are populated and are used to calculate the FOC measurements. For LSRs where FOC times are negotiated with the CLEC the ITRAK entry on the SORD service order is used in the calculation. The request type from the LSR and the Class of Service tables are used to report the LSRs in the various levels of disaggregation. The Class of Service tables are based on the Universal Service Order practice.</p>

VERBAL or MANUAL REQUESTS

Manual service order requests are those initiated by the CLEC either by telephone or FAX. The receive date and times are recorded and input on the SM-FID on each service order in SORD for each FOC opportunity. The end times are the actual dates and times the paper Faxes are sent back to the CLEC. FAX end times are recorded and input into the DSS systems via an internal WEB application. Each FOC opportunity is dynamically established on the WEB application via our interface to SORD and the LSC must provide an end date and time for each entry, which depicts the date and time the FOC was actually faxed back to the CLEC. If a CLEC elects to accept an on-line FOC and does not require a paper FAX the FOC information is provided over the phone. In these instances the order distribution time is used in the FOC calculation on the related SORD service order to the appropriate SM-FID entry. These scenarios are identified by data populated on the ITRAK-FID of the service order. The ITRAK-FID is also used when FOC times are negotiated with the CLEC. The LSC will populate the ITRAK-FID with certain pre-established data entries that are used in the FOC calculation.

Levels of Disaggregation:	
<p>Manually submitted:</p> <ul style="list-style-type: none"> • Simple Res. And Bus. < 24 Hours • Complex Business (1-200 Lines) < 24 Hours • Complex Business (>200 Lines) < 48 Hours • UNE Loop (1-49 Loops) < 24 Hours • UNE Loop (> 50 Loops) < 48 Hours • Switch Ports < 24 Hours <p>Electronically submitted via LEX or EDI:</p> <ul style="list-style-type: none"> • Simple Res. And Bus. < 5 Hours • Complex Business (1-200 Lines) < 24 Hours • Complex Business (>200 Lines) < 48 Hours • UNE Loop (1-49 Loops) < 5 Hours • UNE Loop (> 50 Loops) < 48 Hours • Switch Ports < 5 Hours 	
<p>LNP</p> <p>Manually submitted:</p> <ul style="list-style-type: none"> • LNP Only (1-19)< 24 Clock Hours • LNP with Loop (1-19) < 24 Clock Hours • LNP Only (20+ Loops) < 48 Clock Hours • LNP with Loop (20+ Loops) < 48 Clock Hours • LNP Complex Business (1-19 Lines) < 24 Clock Hours • LNP Complex Business (20-50 Lines) < 48 Clock Hours • LNP Complex Business (50+ Lines) < Negotiated with Notification of Timeframe within 24 Clock Hours <p>Electronically submitted via LEX or EDI:</p> <ul style="list-style-type: none"> • Simple Residence and Business LNP Only (1-19) < 5 Business Hours • Simple Residence and Business LNP with Loop (1-19) < 5 Business Hours • LNP Only (20+ Loops) < 48 Clock Hours • LNP with Loop (20+ Loops) < 48 Clock Hours • LNP Complex Business (1-19 Lines) < 24 Clock Hours • LNP Complex Business (20-50 Lines) < 48 Clock Hours • LNP Complex Business (50+ Lines) < Negotiated with Notification of Timeframe within 24 Clock Hours 	
Calculation:	Report Structure:
(# FOCs returned within "x" hours ÷ total FOCs sent) * 100	Reported for CLEC and all CLECs. This includes mechanized from EDI and LEX and manual (FAX or phone orders)
Benchmark:	
All Res and Bus 95% / Complex Bus 94% / UNE Loop (1-49) 95% / UNE Loop (>50) 94% / Switch Ports 95%.	

Provisioning

2a. Measurement	
Percent SWBT Caused Missed Due Dates - POTS	
Definition:	
Percent of N, T, C orders where installation was not completed by the due date as a result of a SWBT Caused Missed Due Date.	
Exclusions:	
<ul style="list-style-type: none"> Excludes orders that are not N, T, or C 	
Business Rules:	
The Due Date is the negotiated date by the customer and the SWBT representative for service activation. For CLEC orders, the due date is the due date reflected on the FOC. The Completion Date is the day that SWBT personnel complete the service order activity. UNE COMBOs, are reported at order level.	
Levels of Disaggregation:	
POTS <ul style="list-style-type: none"> Field Work (FW) <ul style="list-style-type: none"> No Field Work (NFW) Business class of service Residence class of service UNE Combo <ul style="list-style-type: none"> Field Work (FW) No Field Work (NFW) 	
Calculation:	Report Structure:
(Count of N, T, C orders not completed by the due date as a result of a SWBT caused missed due date ÷ total number of orders) * 100	Reported for CLEC, all CLECs and SWBT
Benchmark:	
Resale POTS parity between Field Work compared to SWBT Field Work (N, T, C order types) and No Field Work compared to SWBT Retail No Field Work (N, T, C order types). UNE Combo Parity between Field Work compared to SWBT Field Work (N, T, C order types) and No Field Work compared to SWBT Retail No Field Work. (N, T, C order types)	

2b. Measurement	
Percent SWBT Caused Missed Due Dates - Design	
Definition:	
Percent of N, T, C orders where installations were not completed by the due date.	
Exclusions:	
<ul style="list-style-type: none"> • UNE and Interconnection Trunks • Excludes orders that are not N, T, or C 	
Business Rules:	
The Due Date is the negotiated date that is returned on the FOC by SWBT for service activation. The Completion Date is the day that SWBT personnel complete the service order activity. The source is WFA (Work Force Administration) and is at an item or circuit level. Specials are selected based on a specific service code off of the circuit ID	
Levels of Disaggregation:	
<input type="checkbox"/> Resold Specials - DDS, DS1, DS3, Voice Grade Private Line (VGPL), ISDN, and any other services available for resale. <ul style="list-style-type: none"> • UNE Loop and Port - ISDN and other combinations. 	
Calculation:	Report Structure:
(Count of circuits with missed due dates excluding customer caused misses ÷ total number of circuits) * 100	Reported for CLEC, all CLECs and SWBT
Benchmark:	
Parity with SWBT Retail	

2c. Measurement	
Percent SWBT Caused Missed Due Dates - UNE	
Definition:	
Percent of UNEs (8db loops are measured at an order level) where installations are not completed by the negotiated due date.	
Exclusions:	
<ul style="list-style-type: none"> • Specials and Interconnection Trunks • Excludes UNE Combos captured in the POTS or Specials measurements • Exclude orders that are not N, T, or C • Excludes customer caused misses 	
Business Rules:	
The Due Date starts the clock. The Completion Date is the day that SWBT personnel complete the service order activity, which stops the clock. If the completion date is after the Due Date, the order is flagged as a miss. This measurement is reported at a circuit level for all UNEs with the exception of 8db loops, which are reported at an order level to facilitate comparison with POTS retail.	
Levels of Disaggregation:	
<input type="checkbox"/> UNEs contained in the UNE price schedule, and / or agreed to by the parties.	
Calculation:	Report Structure:
Count of UNEs (8dB loops are measured at an order level) with missed due dates excluding customer caused misses ÷ total number of UNEs (total orders for 8db loops) *100	Reported for CLEC and all CLECs
Benchmark:	
Parity:	Retail Comparison
1. 8.0 dB Loop with Test Access and 8.0 dB Loop without Test Access	POTS (Res/Bus and FW)
2. 5.0 dB Loop with Test Access and 5.0 dB Loop without Test Access	VGPL
3. BRI Loop with Test Access	ISDN
4. ISDN BRI Port	ISDN
5. DS1 Loop with Test Access	DS1
6. DS1 Dedicated Transport	DS1
7. Subtending Channel (23B)	DDS
8. Subtending Channel (1D)	DDS
9. Analog Trunk Port	VGPL
10. Subtending Digital Direct Combination Trunks	VGPL
11. DS3 Dedicated Transport	DS3
12. Dark Fiber	DS3
13. DSL Loops	DS1

2d. Measurement	
Percent Mechanized Completions Returned Within one Day Of Work Completion	
Definition:	
Percent Mechanized Completions Returned Within one Day	
Exclusions:	
None	
Business Rules:	
Days are calculated by subtracting the date the SOC was returned to the CLEC minus the order completion date.	
Levels of Disaggregation:	
<input type="checkbox"/> one	
Calculation:	Report Structure:
(# mechanized completions returned to the CLEC within 1 day of work completion ÷ total mechanized completions) * 100	Reported for CLEC and all CLECs for the electronic interfaces (EDI and LEX).
Benchmark:	
97%	

3a. Measurement	
Percent Trouble Report Within 10 Days (I-10) of Installation - POTS	
Definition:	
Percent of N, T, C orders that receive a network customer trouble report within 10 calendar days of service order completion.	
Exclusions:	
<ul style="list-style-type: none"> Excludes subsequent reports. A subsequent report is a repair report that is received while an existing repair report is open on the same number. Excludes disposition code "13" reports (excludable reports) with the exception of code 1316 unless the report is taken prior to the completion of the service order. Excludes reports caused by customer provided equipment (CPE) or wiring Excludes trouble report received on the due date before service order completion 	
Business Rules:	
Includes reports received the day after SWBT personnel complete the service order through 10 calendar days after completion.	
Levels of Disaggregation:	
N, T and C Orders POTS <ul style="list-style-type: none"> Field Work (FW) <ul style="list-style-type: none"> No Field Work (NFW) Business class of service Residence class of service UNE Combo <ul style="list-style-type: none"> Field Work (FW) No Field Work (NFW) 	
Calculation:	Report Structure:
(Count of orders that receive a network customer trouble report within 10 calendar days of service order completion ÷ total # of orders) * 100	Reported for POTS Resale by CLEC, total CLECs and SWBT
Benchmark:	
Resale POTS parity between Field Work compared to SWBT Field Work (N, T, C order types) and No Field Work compared to SWBT Retail No Field Work (N, T, C order types). UNE Combo Parity between Field Work compared to SWBT Field Work (N, T, C order types) and No Field Work compared to SWBT Retail No Field Work (N, T, C order types).	

3b. Measurement	
Percent Installation Reports (Trouble Reports) Within 30 Days (I-30) of Installation - Design	
Definition:	
Percent of N, T, C orders by item that receive a network customer trouble report within 30 calendar days of service order completion	
Exclusions:	
<ul style="list-style-type: none"> • UNE and Interconnection Trunks • Excludes orders that are not N, T, or C • Excludes trouble report received on the due date before service order completion 	
Business Rules:	
A trouble report is counted if it flagged on WFA (Work Force Administration) as a trouble report that had a service order completion within 30 days. It cannot be a repeat report and must be a measured report. The order flagged against must be an add in order for the trouble report to be counted. Specials are selected based on a specific service code off of the circuit ID.	
Levels of Disaggregation:	
<input type="checkbox"/> See Measurement 2b.	
Calculation:	Report Structure:
(Count of circuits that receive a network customer trouble report within 30 calendar days of service order completion ÷ total circuits (excludes trouble reports received on the due date)) * 100	Reported for CLEC, all CLECs and SWBT
Benchmark:	
Parity with SWBT Retail	

3c. Measurement	
Percent Installation Reports (Trouble Reports) Within 30 Days (I-30) of Installation - UNE	
Definition:	
Percent UNEs (8db loops are measured at an order level) that receive a network customer trouble report within 30 calendar days of service order completion.	
Exclusions:	
<ul style="list-style-type: none"> • Specials and Interconnection Trunks • Excludes Non-measured reports (CPE, Interexchange, and Information reports) • Excludes UNE Combos captured in the POTS or Specials measurements • Excludes trouble report received on the due date before service order completion • Excludes orders that are not N, T, or C 	
Business Rules:	
A trouble report is counted if it is received within 30 days of a service order completion. The service order which generated the report must be an add in order for the trouble report to be counted. UNEs are selected based on a specific service code off of the circuit ID. This measurement is reported at a circuit level for all UNEs with the exception of 8db loops, which are reported at an order level to facilitate comparison with POTS retail.	
Levels of Disaggregation:	
<input type="checkbox"/> for UNEs contained in the UNE price schedule, and / or agreed to by the parties	
Calculation:	Report Structure:
(Count of UNEs (8db loops are measured at an order level) that receive a network customer trouble report within 30 calendar days of service order completion ÷ total UNEs (total orders for 8db loops)) * 100	Reported for CLEC and all CLECs
Benchmark:	
See Measurement 2c.	

4a. Measurement	
Mean Installation Interval - POTS	
Definition:	
Average business days from application date to completion date.	
Exclusions:	
<ul style="list-style-type: none"> • Excludes customer caused misses • Field Work orders – excludes customer requested due dates greater than 5 business days • No Field Work orders – excluded if order applied for before 3:00 PM; and the due date requested is not same day; and if order applied for after 3:00 PM; and the due date requested is beyond the next business day • Excludes all orders except N, T, and C orders • Excludes Weekends and Holidays 	
Business Rules:	
<p>The clock starts on the Application Date, which is the day that SWBT receives a correct Service Order. The clock stops on the Completion Date that is the day that SWBT personnel complete the service order activity. Orders are included in the month they are completed. There are 2 types of orders in the measurement. Same Day Due orders (defined as distribution time EQUAL or BEFORE 3:00 PM and Application Date = Distribution Date = Due Date. Next Day Due orders (defined as distribution time AFTER 3:00 PM and Application Date = Distribution Date and Due Date is 1 business day after Application Date. If the order is Same Day Due, then (Completion – Application Date), if the order is Next Day Due, then ((Completion – Next Business Day) + 1). UNE COMBOs, are reported at order level.</p>	
Levels of Disaggregation:	
<p>POTS</p> <ul style="list-style-type: none"> • Field Work (FW) • No Field Work (NFW) • Business class of service • Residence class of service <p>UNE Combo</p> <ul style="list-style-type: none"> • Field Work (FW) • No Field Work (NFW) 	
Calculation:	Report Structure:
$\frac{[\sum(\text{completion date} - \text{application date})]}{(\text{Total number of orders completed})}$	Reported for CLEC, all CLECs and SWBT
Benchmark:	
<p>Resale POTS parity between Field Work compared to SWBT Field Work (N, T, C order types) and No Field Work compared to SWBT Retail Field Work (N, T, C order types). UNE Combo Parity between Field Work compared to SWBT Field Work (N, T, C order types) and No Field Work compared to SWBT Retail Field Work. (N, T, C order types)</p>	

4b. Measurement	
Average Installation Interval - Design	
Definition:	
Average business days from application date to completion date for N, T, C orders by item or circuit.	
Exclusions:	
<ul style="list-style-type: none"> • UNE and Interconnection Trunks • Excludes orders that are not N, T, or C • Excludes circuits that have a customer requested Due Date greater than 20 business days • Excludes Weekends and Holidays 	
Business Rules:	
The Application Date is the day that the customer initiated the service request. The Completion Date is the day that SWBT personnel complete the service order activity by circuit. The base of items is out of WFA (Work Force Administration) and it is reported at an item or circuit level.	
Levels of Disaggregation:	
See Measurement 2b.	
Calculation:	Report Structure:
$[\sum(\text{completion date} - \text{application date})] \div (\text{Total number of circuits completed})$	Reported for CLEC, all CLECs and SWBT
Benchmark:	
Parity with SWBT Retail	

4c. Measurement	
Percent Installations Completed Within "X" Days - UNE	
Definition:	
Percent installations completed within "x" business days excluding customer caused misses and customer requested due date greater than "x" business days.	
Exclusions:	
<ul style="list-style-type: none"> • Specials and Interconnection Trunks • Excludes UNE Combos captured in the POTS or Specials measurements • Exclude orders that are not N, T, or C • Excludes customer requested due dates greater than "x" business days as set out below. • Excludes customer caused misses 	
Business Rules:	
The Application Date is the day that the customer initiated the service request. The Completion Date is the day that SWBT personnel complete the service order activity. The base of items is out of WFA (Work Force Administration) and it is reported at an order level to account for different measurement standards based on the number of circuits per order.	
Levels of Disaggregation:	
<input type="checkbox"/> UNEs contained in the UNE price schedule, and / or agreed to	
Calculation:	Report Structure:
Count of N, T, C orders installed within business "x" business days ÷ total N, T, C orders) * 100	Reported for CLEC and all CLECs
Benchmark:	
95% within "X" days <ul style="list-style-type: none"> • 2 Wire Analog and Digital and INP (1-10) – 3 Days • 2 Wire Analog and Digital and INP (11-20) – 7 Days • 2 Wire Analog and Digital and INP (20+) – 10 Days • DS1 loop(includes PRI) – 3 Days • Switch Ports – Analog Port – 2 Days • Switch Ports – BRI Port (1-50) – 3 Days • Switch Ports – BRI Port (50+) - 5 Days • Switch Ports – PRI Port (1-20) – 5 Days • Switch Ports – PRI Port (20+) – 10 Days • DS1 Trunk Port (1 to 10) – 3 days • DS1 Trunk Port (11 to 20) – 5 Days • DS1 Trunk Port (20+) – ICB • Dedicated Transport (DS0, DS1, and DS3) (1 to 10) – 3 days • Dedicated Transport (DS0, DS1, and DS3) (11 to 20) – 5 Days • Dedicated Transport (DS0, DS1, and DS3) (20+) and all other types – ICB 	

5a. Measurement	
Average Delay Days For SWBT Caused Missed Due Dates - POTS	
Definition:	
Average calendar days from due date to completion date on company missed orders.	
Exclusions:	
<ul style="list-style-type: none"> • Excludes orders that are not N, T, or C. • Excludes company delayed orders as a result of lack of facilities. 	
Business Rules:	
<p>The Due Date is the negotiated date by the customer and the SWBT representative for service activation. CLEC orders, the due date is the due date reflected on the FOC. The Completion Date is the day that SWBT personnel complete the service order activity.</p> <p>Combos are reported at the order level.</p>	
Levels of Disaggregation:	
<p>POTS</p> <ul style="list-style-type: none"> • Business class of service • Residence class of service <p>UNE Combo – None</p>	
Calculation:	Report Structure:
$\Sigma(\text{Completion date} - \text{due date}) +$ (total # of completed orders with a SWBT caused missed due date)	Reported for CLEC, all CLECs and SWBT.
Benchmark:	
<p>Resale POTS parity between Field Work compared to SWBT Field Work (N, T, and C order types) and No Field Work compared to SWBT Retail No Field Work (N, T, and C order types). UNE Combo Parity between Field Work compared to SWBT Field Work (N, T, and C order types) and No Field Work compared to SWBT Retail No Field Work (N, T, and C order types).</p>	

5b. Measurement	
Average Delay Days For SWBT Caused Missed Due Dates - Design	
Definition:	
Average calendar days from due date to completion date on company missed circuit orders.	
Exclusions:	
<ul style="list-style-type: none"> • UNE and Interconnection Trunks. • Excludes orders that are not N, T, or C. 	
Business Rules:	
The calculation is the difference in calendar days between the completion date and the due date. The source is WFA (Work Force Administration) and is at an item or circuit level. Specials are selected based on a specific service code off of the circuit ID.	
Levels of Disaggregation:	
See Measurement 2b.	
Calculation:	Report Structure:
$\Sigma(\text{Completion date} - \text{committed circuit due date}) \div (\# \text{ of posted} - \text{circuits with a SWBT caused missed due date})$	Reported for CLEC, all CLECs and SWBT Retail Specials.
Benchmark:	
Parity with SWBT Retail.	

5c. Measurement	
Average Delay Days For SWBT Caused Missed Due Dates - UNE	
Definition:	
Average calendar days from due date to completion date on company missed UNEs (8db loops are measured at an order level).	
Exclusions:	
<ul style="list-style-type: none"> • Specials and Interconnection Trunks. • Excludes UNE Combos captured in the POTS or Specials measurements. • Excludes orders that are not N, T, or C. 	
Business Rules:	
The calculation is the difference in calendar days between the completion date and the due date. The source is WFA (Work Force Administration) and is at an item or circuit level. UNEs are selected based on a specific service code off of the circuit ID. This measurement is reported at a circuit level for all UNEs with the exception of 8db loops, which are reported at an order level to facilitate comparison with POTS retail.	
Levels of Disaggregation:	
UNEs contained in the UNE price schedule, and/or agreed to by parties.	
Calculation:	Report Structure:
$\Sigma(\text{Completion date} - \text{committed UNE (8db loops are measured at the order level) due date}) \div (\# \text{ of posted UNEs (total completed orders for 8db loops) with SWBT caused missed due dates})$	Reported for CLEC and all CLECs.
Benchmark:	
See Measurement 2c.	

6. Measurement	
Average Installation Interval - DSL	
Definition:	
Average calendar days from application date to completion date for N, T, and C orders excluding customer caused misses and customer requested due date greater than the offered interval.	
Exclusions:	
<ul style="list-style-type: none"> • Exclude orders that are not N, T, or C. • Excludes customer requested due dates greater than the offered interval • Excludes customer caused misses. • Excludes Weekends and Holidays. 	
Business Rules:	
<p>The Application Date is the day that the customer authorizes SWBT to provision the DSL based on the loop qualification. If the loop qualification determines that no conditioning is required, SWBT will initiate the service order when the loop qualification is returned from SWBT engineering and this date will be the application date. If conditioning is required, SWBT will reject the LSR back to the CLEC and wait for a supplement from the CLEC notifying SWBT of the appropriate action to take. If the CLEC supplements the LSR to order the DSL, SWBT will issue the order and the application date will be the date that SWBT receives the supplement. The Completion Date is the day that SWBT personnel complete the service order activity. The base of items is out of WFA (Work Force Administration) and it is reported at a circuit level.</p>	
Levels of Disaggregation:	
Loops requiring conditioning and loops requiring no conditioning.	
Calculation:	Report Structure:
$[\sum(\text{completion date} - \text{application date})] \div (\text{Total number of orders completed})$	Reported for CLEC and all CLECs.
Benchmark:	
Parity with SWBT	

7. Measurement	
Average Response Time for Loop Make-Up Information	
Definition:	
The average time required to provide loop qualification for ADSL.	
Exclusions:	
None	
Business Rules:	
The time starts when a request is received by the CLEC and ends when the information on the loop qualification has been made available to the CLEC.	
Levels of Disaggregation:	
ADSL or other DSL as determined by the Public Utility Commission of Texas.	
Calculation:	Report Structure:
$\frac{\sum(\text{Date and Time the Loop Qualification is made available to CLEC} - \text{Date and Time the CLEC request is received})}{\text{Total number of loop qualifications}}$	CLEC, All CLECs and SWBT.
Benchmark:	
Parity	

Maintenance

8a. Measurement	
Percent Missed Repair Commitments - POTS	
Definition:	
Percent of trouble reports not cleared by the commitment time.	
Exclusions:	
<ul style="list-style-type: none"> Excludes all disposition code "13" reports (excludable reports) with the exception of code 1316 unless the report is taken prior to the completion of the service order. 	
Business Rules:	
The negotiated commitment date and time is established when the repair report is received. The cleared time is the date and time that SWBT personnel clear the repair activity and complete the trouble report. If this is after the Commitment time, the report is flagged as a 'Missed Commitment'.	
Levels of Disaggregation:	
POTS <ul style="list-style-type: none"> Business class of service Residence class of service Dispatch No Dispatch UNE Combo <ul style="list-style-type: none"> Dispatch No Dispatch 	
Calculation:	Report Structure:
(Count of trouble reports not cleared by the commitment time ÷ total trouble reports) * 100	Reported for CLEC, all CLECs and SWBT
Benchmark:	
POTS – Parity with SWBT Retail. UNE Combo – Parity with SWBT Business and Residence combined.	

8b. Measurement	
Percent Missed Repair Commitments - UNE	
Definition:	
Percent of trouble reports not cleared by the commitment time for SWBT reasons.	
Exclusions:	
<ul style="list-style-type: none"> • Specials and Interconnection Trunks • Excludes all UNE Combos other than 8db loops with test access. 	
Business Rules:	
The commitment time is defined as 24 hours. If the cleared date and time minus the receive date and time > 24 hours, it counts as a trouble report that missed the repair commitment. UNEs are selected based on a specific service code off of the circuit ID.	
Levels of Disaggregation:	
<input type="checkbox"/> "POTS type" loops (2-Wire Analog 8dB Loop) with test access	
Calculation:	Report Structure:
(Count of trouble reports not cleared by the commitment time for company reasons ÷ total trouble reports) * 100	Reported for each CLEC, all CLECs and SWBT
Benchmark:	
Parity with SWBT POTS Business and Residence combined	

9a. Measurement	
Percent Repeat Reports - POTS	
Definition:	
Percent of customer trouble reports received within 10 calendar days of a previous customer report.	
Exclusions:	
<ul style="list-style-type: none"> • Excludes subsequent reports. A subsequent report is one that is received while an existing repair report is open • Excludes disposition code "13" reports (excludable reports) with the exception of code 1316 unless the report is taken prior to the completion of the service order. • Excludes reports caused by customer provided equipment (CPE) or wiring 	
Business Rules:	
Includes customer trouble reports received within 10 calendar days of an original customer report. When the second report is received in 10 days, the original report is marked as an Original of a Repeat, and the second report is marked as a Repeat. If a third report is received within 10 days, the second report is marked as an Original of a Repeat as well as being a Repeat, and the third report is marked as a Repeat. In this case there would be two repeat reports.	
Levels of Disaggregation:	
POTS <ul style="list-style-type: none"> • Business class of service • Residence class of service UNE Combo - None	
Calculation:	Report Structure:
Count of customer trouble reports, not caused by CPE or wiring and excluding subsequent reports, received within 10 calendar days of a previous customer report ÷ total customer trouble reports not caused by CPE or wiring and excluding subsequent reports) * 100	Reported by CLEC, all CLECs and SWBT
Benchmark:	
POTS – Parity with SWBT Retail. UNE Combo – Parity with SWBT Business and Residence combined.	

9b. Measurement	
Percent Repeat Reports - Design	
Definition:	
Percent of network customer trouble reports received within 30 calendar days of a previous customer report.	
Exclusions:	
<ul style="list-style-type: none"> • UNE and Interconnection Trunk 	
Business Rules:	
Includes customer trouble reports received within 30 calendar days of an original customer report. When the second report is received in 30 days, the original report is marked as an Original of a Repeat, and the second report is marked as a Repeat. If a third report is received within 30 days, The second report is marked as an Original of a Repeat as well as being a Repeat, and the third report is marked as a Repeat. In this case there would be two repeat reports.	
Levels of Disaggregation:	
See Measurement 2b.	
Calculation:	Report Structure:
Count of network customer trouble reports received within 30 calendar days of a previous customer report ÷ total network customer trouble reports) * 100	Reported for CLEC, all CLECs and SWBT
Benchmark:	
Parity with SWBT Retail	

9c. Measurement	
Percent Repeat Reports - UNE	
Definition:	
Percent of network customer trouble reports received within 30 calendar days of a previous customer report.	
Exclusions:	
<ul style="list-style-type: none"> • Specials and Interconnection Trunks • Excludes all UNE Combos other than 8db loops with test access. 	
Business Rules:	
Includes customer trouble reports received within 30 calendar days of an original customer report. When the second report is received in 30 days, the original report is marked as an Original of a Repeat, and the second report is marked as a Repeat. If a third report is received within 10 days, the second report is marked as an Original of a Repeat as well as being a Repeat, and the third report is marked as a Repeat. In this case there would be two repeat reports. If either the original or the second report within 30 days is a measured report, then the second report counts as a Repeat report.	
Levels of Disaggregation:	
<input type="checkbox"/> UNEs contained in the UNE price schedule, and / or agreed to by the parties	
Calculation:	Report Structure:
Count of network customer trouble reports received within 30 calendar days of a previous customer report ÷ total network customer trouble reports) * 100	Reported for CLEC, all CLECs and SWBT
Benchmark:	
See Measurement 2c.	

10a. Measurement	
Receipt To Clear Duration - POTS	
Definition:	
Average duration of customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared.	
Exclusions:	
<ul style="list-style-type: none"> Excludes subsequent reports. A subsequent report is one that is received while an existing repair report is open. Excludes disposition code "13" reports (excludable reports) with the exception of code 1316 unless the report is taken prior to the completion of the service order. 	
Business Rules:	
The clock starts on the date and time SWBT receives a trouble report. The clock stops on the date and time that SWBT personnel clear the repair activity and complete the trouble report in WFA.	
Levels of Disaggregation:	
POTS <ul style="list-style-type: none"> Business class of service Residence class of service Dispatch No Dispatch Affecting Service Out of Service UNE Combo <ul style="list-style-type: none"> Dispatch No Dispatch Affecting Service Out of Service 	
Calculation:	Report Structure:
$\Sigma[(\text{Date and time SWBT clears ticket with the CLEC}) - (\text{Date and time ticket received})] \div \text{Total customer trouble reports}$	Reported for POTS Resale trouble reports by CLEC, all CLECs and SWBT
Benchmark:	
POTS – Parity with SWBT Retail. UNE Combo – Parity with SWBT Business and Residence combined.	

10b. Measurement	
Mean Time To Restore - Design	
Definition:	
Average duration of network customer trouble reports from the receipt of the customer trouble report to the time that the trouble report is cleared.	
Exclusions:	
<ul style="list-style-type: none"> • UNE and Interconnection Trunk • No Access time • Delayed Maintenance time 	
Business Rules:	
The start time is when the customer report is received and the stop time is when the report is closed in WFA. Specials are selected based on a specific service code off of the circuit ID.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • Resold Specials - DDS, DS1, DS3, Voice Grade Private Line (VGPL), ISDN and any other services available for resale • UNE Loop and Port - ISDN and other combinations 	
Calculation:	Report Structure:
$\Sigma[(\text{Date and time trouble report is cleared with the customer}) - (\text{date and time trouble report is received})] \div \text{total network customer trouble reports}$	Reported for CLEC, all CLECs and SWBT
Benchmark:	
Parity with SWBT Retail	

10c. Measurement	
Mean Time To Restore - UNE	
Definition:	
Average duration of network customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared excluding no access and delayed maintenance.	
Exclusions:	
<ul style="list-style-type: none"> • Specials and Interconnection Trunks • Excludes all UNE Combos other than 8db loops with test access. 	
Business Rules:	
The start time is when the report is received. The stop time is the stop time is when the report is cleared in WFA.	
Levels of Disaggregation:	
<input type="checkbox"/> UNEs contained in the UNE price schedule, and / or agreed to	
Calculation:	Report Structure:
$\Sigma[(\text{Date and time trouble report is cleared with the customer}) - (\text{date and time trouble report is received})] \div \text{total network customer trouble reports}$	Reported for CLEC, all CLECs and SWBT
Benchmark:	
See Measurement 2c.	

11a. Measurement	
Trouble Report Rate - POTS	
Definition:	
The number of customer trouble reports per 100 lines.	
Exclusions:	
<ul style="list-style-type: none"> Excludes reports caused by customer provided equipment (CPE) or wiring Excludes all disposition "13" reports (excludable reports) with the exception of code 1316 unless the report is taken prior to the completion of the service order. 	
Business Rules:	
CLEC and SWBT repair reports are entered into and tracked via WFA. They are downloaded nightly into LMOS. Reports are counted in the month they post to LMOS.	
Levels of Disaggregation:	
POTS <ul style="list-style-type: none"> Business class of service Residence class of service UNE Combo - None	
Calculation:	Report Structure:
[Total number of customer trouble reports ÷ (total lines ÷ 100)]	Reported for POTS Resale trouble reports by CLEC, all CLECs and SWBT
Benchmark:	
POTS – Parity with SWBT Retail. UNE Combo – Parity with SWBT Business and Residence combined.	

11b. Measurement	
Failure Frequency - Design	
Definition:	
The number of network customer trouble reports within a calendar month per 100 circuits.	
Exclusions:	
<ul style="list-style-type: none"> UNE and Interconnection Trunks 	
Business Rules:	
CLEC and SWBT repair reports are entered into and tracked via WFA. Reports are counted in the month they post.	
Levels of Disaggregation:	
<input type="checkbox"/> See Measurement 2b.	
Calculation:	Report Structure:
[Count of network trouble reports ÷ (Total Resold circuits ÷ 100)]	Reported for CLEC, all CLECs and SWBT
Benchmark:	
Parity with SWBT Retail	

11c. Measurement	
Trouble Report Rate - UNE	
Definition:	
The number of network customer trouble reports within a calendar month per 100 UNEs.	
Exclusions:	
<ul style="list-style-type: none"> • Specials and Interconnection Trunks • Excludes Non-measured reports (CPE, Interexchange, and Information reports) • Excludes UNE Combos captured in the POTS or Specials measurements 	
Business Rules:	
Repair reports are entered into and tracked via WFA. Reports are counted in the month they post.	
Levels of Disaggregation:	
<input type="checkbox"/> UNEs contained in the UNE price schedule, and / or agreed to by the parties.	
Calculation:	Report Structure:
[Count of network trouble reports ÷ (Total UNEs ÷ 100)]	Reported for CLEC, all CLECs and SWBT
Benchmark:	
See Measurement 2c.	

Interconnection

12. Measurement	
Average Trunk Restoration Interval for Service Affecting Trunk Groups	
Definition:	
The average time to restore service affecting trunk groups.	
Exclusions:	
None	
Business Rules:	
Service affecting is defined as 20% of a trunk group out-of-service that causes trunk group blockage. The clock starts on receipt of a trouble ticket from the CLEC that identifies a service affecting condition. The clock stops after completion of work by SWBT.	
Levels of Disaggregation:	
<input type="checkbox"/> Tandem trunk groups. <input checked="" type="checkbox"/> Non-Tandem trunk groups. <input checked="" type="checkbox"/> By Market Region.	
Calculation:	Report Structure:
Total trunk group outage time / total trunk group trouble reports	Reported for CLEC, all CLECs and SWBT.
Benchmark:	
Tandem trunk groups – 1 hour / Non-Tandem – 2 hours.	

Local Number Portability

13. Measurement	
Percentage of Premature Disconnects (Coordinated Cutovers)	
Definition:	
Percentage of coordinated cutovers where SWBT prematurely disconnects the customer prior to the scheduled conversion.	
Exclusions:	
None	
Business Rules:	
A premature disconnect occurs any time SWBT disconnects the CLEC customer prior to the CLEC being on line.	
Levels of Disaggregation:	
<input type="checkbox"/> one	
Calculation:	Report Structure:
(Count of prematurely disconnected customers ÷ total coordinated conversion customers) * 100	Reported by CLEC and all CLECs disaggregated by INP and INP with UNE loop.
Benchmark:	
2% or less premature disconnects starting 10 minutes before scheduled time.	

OSS

14. Measurement	
OSS Interface Availability	
Definition:	
Percent of time OSS interface is available compared to scheduled availability.	
Exclusions:	
None	
Business Rules:	
<p>The total "number of hours functionality to be available" is the cumulative number of hours (by date and time on a 24 hour clock) over which SWBT plans to offer and support CLEC access to SWBTs operational support systems (OSS) functionality during the reporting period. "Hours Functionality is Available" is the actual number of hours, during scheduled available time, that the SWBT interface is capable of accepting or receiving CLEC transactions or data files for processing through the interface and supporting operational support systems (OSS). The actual time available is divided by the scheduled time available and then multiplied by 100 to produce the "percent system availability" measure. SWBT will not schedule normal maintenance during business hours (8 am. to 5:30 PM. Monday through Friday).</p>	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • None 	
Calculation:	Report Structure:
$\left(\frac{\text{((Hours functionality is available during the scheduled available hours)}}{\text{÷ Scheduled system available hours))}} \right) * 100$	<p>Reported on an aggregate CLEC basis by interface e.g. EASE, DATAGATE, VERIGATE, LEX, EDI and TOOLBAR. The RAF will be reported on an individual CLECs basis</p>
Benchmark:	
99%	

15. Measurement		
Average Response Time For OSS Pre-Order Interfaces		
Definition:		
The average response time in seconds from the SWBT side of the Remote Access Facility (RAF) and return for pre-order interfaces (Verigate, DataGate and EDI where the pre-order functionality is integrated) by function.		
Exclusions:		
None.		
Business Rules:		
The clock starts on the date/time when the request is received by SWBT and the clock stops on the date/time when the SWBT has completed the transmission of the response to the CLEC. The measurement is at the SWBT side of the LRAF. Response time is accumulated for each major query type, consistent with the specified reporting dimension, and then divided by the associated total number of queries received by SWBT during the reporting period. The response time is measured only within the published hours of interface availability. Published hours of interface availability are documented on the CLEC web site. (SWBT will not schedule system maintenance during normal business hours (8 am to 5:30 PM Monday through Friday)).		
Levels of Disaggregation:		
<ul style="list-style-type: none"> • Address Verification • Request For Telephone Number • Request For Customer Service Record (CSR) • Service Availability • Service Appointment Scheduling (Due Date) • Dispatch Required • PIC 		
Calculation:		Report Structure:
$\frac{\Sigma[(\text{Query Response Date \& Time}) - (\text{Query Submission Date \& Time})]}{(\text{Number of Queries Submitted in Reporting Period})}$		Reported on a CLEC and all CLECs basis by interface for DATAGATE and VERIGATE
Benchmark:		
	DataGate:	Verigate
Address Validation	4.5 sec.	4.5 sec.
TN Selection	4.5 sec.	4.5 sec.
CSR Summary 1-30 Lines	10 sec.	10 sec.
CSR 31 Lines or more	24 hrs.	24 hrs.
Service Availability	5.5 sec.	8.0 sec.
Due Date	2.0 sec.	2.0 sec.
Dispatch	11 sec.	11 sec.

16. Measurement	
Order Process Percent Flow Through	
Definition:	
Percent of orders or LSRs from entry to distribution that progress through SWBT ordering systems.	
Exclusions:	
LEX/EDI excludes rejected orders (manual or electronic). (Excluded from Denominator).	
Business Rules:	
The number of MOG Eligible orders, that flow through SWBT's ordering systems and are distributed in SORD without manual intervention, divided by the total number of MOG Eligible orders within the reporting period. Exclude only mechanically generated and rejected orders in the pass through calculation. Manually rejected orders that are electronically generated shall be included as failed pass-through until such time a measurement is established to capture manually rejected orders that are generated mechanically.	
Levels of Disaggregation:	
<input type="checkbox"/> For CLEC typed orders by UNE loops, Resale, UNE Combos, and other.	
Calculation:	Report Structure:
(# of orders that flow through ÷ total orders) * 100	Reported by individual CLEC, CLECs and SWBT.
Benchmark:	
Parity	

Interconnection

17. Measurement:	
Percent Trunk Blockage	
Definition:	
Percent of calls blocked on outgoing traffic from SWBT end office to CLEC end office and from SWBT tandem to CLEC end office	
Exclusions:	
None.	
Business Rules:	
<p>Blocked calls and total calls are gathered during the official study week each month. This week is chosen from a pre-determined schedule.</p> <p>No penalties or liquidated damages apply:</p> <ul style="list-style-type: none"> • If CLEC's have trunks busied-out for maintenance at their end, or if they have other network problems which are under their control. • SWBT is ready for turn-up on Due Date and CLEC is not ready or not available for turn-up of trunks. • If CLEC does not take action upon receipt of Trunk Group Service Request (TGSR) or ASR within 3 days when a Call Blocking situation is identified by SWBT or in the timeframe specified in the ICA. • If CLEC fails to provide a forecast. • If CLEC's actual trunk usage, as shown by SWBT from traffic usage studies, is more than 25% above CLEC's most recent forecast, which must have been provided within the last six-months unless a different timeframe is specified in an interconnection agreement <p>The exclusions do not apply if SWBT fails to timely provide CLEC with traffic utilization data reasonably required for CLEC to develop its forecast or if SWBT refuses to accept CLEC trunk orders (ASRs or TGSRs) that are within the CLEC's reasonable forecast regardless of what the current usage data is.</p>	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • The SWBT end office to CLEC end office and SWBT tandem to CLEC end office trunk blockage will be reported separately • By Market Region 	
Calculation:	Report Structure:
(Count of blocked calls ÷ total calls offered) * 100	Reported for CLEC, all CLECs and SWBT
Benchmark:	
Dedicated Trunk Groups not to exceed blocking standard of B.01.	

18. Measurement:	
Common Transport Trunk Blockage	
Definition:	
Percentage of local common transport trunk groups exceeding 2% blockage.	
Exclusions:	
No data is collected on weekends	
Business Rules:	
Blocked calls and total calls are gathered during the official study week each month.	
This week is chosen from a pre-determined schedule.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • Common trunk groups where CLECs share ILEC trunks, and Common trunk groups for CLECs not shared by ILEC. • By Market Region. 	
Calculation:	Report Structure:
(Number of common transport trunk groups exceeding 2% blocking ÷ total common transport trunk groups) * 100.	Reported on local common transport trunk groups.
Benchmark:	
3% Blockage	

Collocation

19. Measurement	
Percent Missed Collocation Due Dates	
Definition:	
The percent of SWBT caused missed due dates for Collocation projects.	
Exclusions:	
None	
Business Rules:	
<p>The clock starts when SWBT receives, in compliance with the approved tariff, payment and return of proposed layout for space as specified in the application form from the CLEC and the clock stops when the collocation cage is complete and ready for CLEC occupancy. Due Date Extensions will be extended when mutually agreed to by SWBT and the CLEC, or when a CLEC fails to complete work items for which they are responsible in the allotted time frame. The extended due date will be calculated by adding to the original due date the number of calendar days that the CLEC was late in performing said work items. Work items include but are not limited to:</p> <ul style="list-style-type: none"> • CLEC return to SWBT corrected and complete floor plan drawings • CLEC placement of required component(s) • If the business rules and tariff are inconsistent, the terms of the tariff will apply. 	
Levels of Disaggregation:	
<input type="checkbox"/> Physical, virtual, and additions	
Calculation:	Report Structure:
(count of number of SWBT caused missed due dates for physical collocation facilities ÷ total number of physical collocation projects) * 100	Reported for individual CLEC and all CLECs
Benchmark:	
95% within the due date. Damages and Assessments will be calculated based on the number of days late.	